



Teams, Teams, Teams

Collaboration Tools and Workflow

Michael Goldman, CTS, DMC-D
Principal, Communications Design Associates
mgoldman@cdaconsultants.com



Collaboration Week

New York
2020



@TheIMCCA @UCWeek #CWNY20



Michael Goldman, CTS-DMC-D
Principal

Communications Design Associates

- 25+ Years in the industry
- 15 Years AV Integration & Design
- 13 Years Crestron Electronics
- Recently joined Communications Design Associates
- IMCCA Board of Directors

CDA is an award-winning audiovisual, data and telecommunications design, engineering and consulting firm specializing in AV, video conferencing, and broadcast / production video, and IT infrastructure solutions



We help people **get the most** from their **technology + space**

We make AV, collaboration and conferencing solutions **productivity multipliers**

We provide broadcast/production solutions to help you **deliver your message**

We provide solutions that help you make **informed decisions faster**

We **solve problems**

What Is The IMCCA?

Interactive Multimedia and Collaborative Communications Alliance

- Non-profit, technology neutral
- Focus on all multimedia & collaboration
- Increase awareness & branding
- Unification of organizations & interests
- Further learning objectives
- Industry Alliances
- Networking Opportunities
- Monthly Newsletter
- Educational Opportunities
- Special Interest Groups



www.IMCCA.org

*Free Membership For End Users
Many Benefits for Vendor Members
Contact Carol Zelkin, Executive Director
Czelkin@imcca.org*



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The New Approach To Getting Work Done

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State of the Company

- New workforce
 - Prefer text and chat over email
 - Prefer video over telephone
 - Working independently is a thing of the past

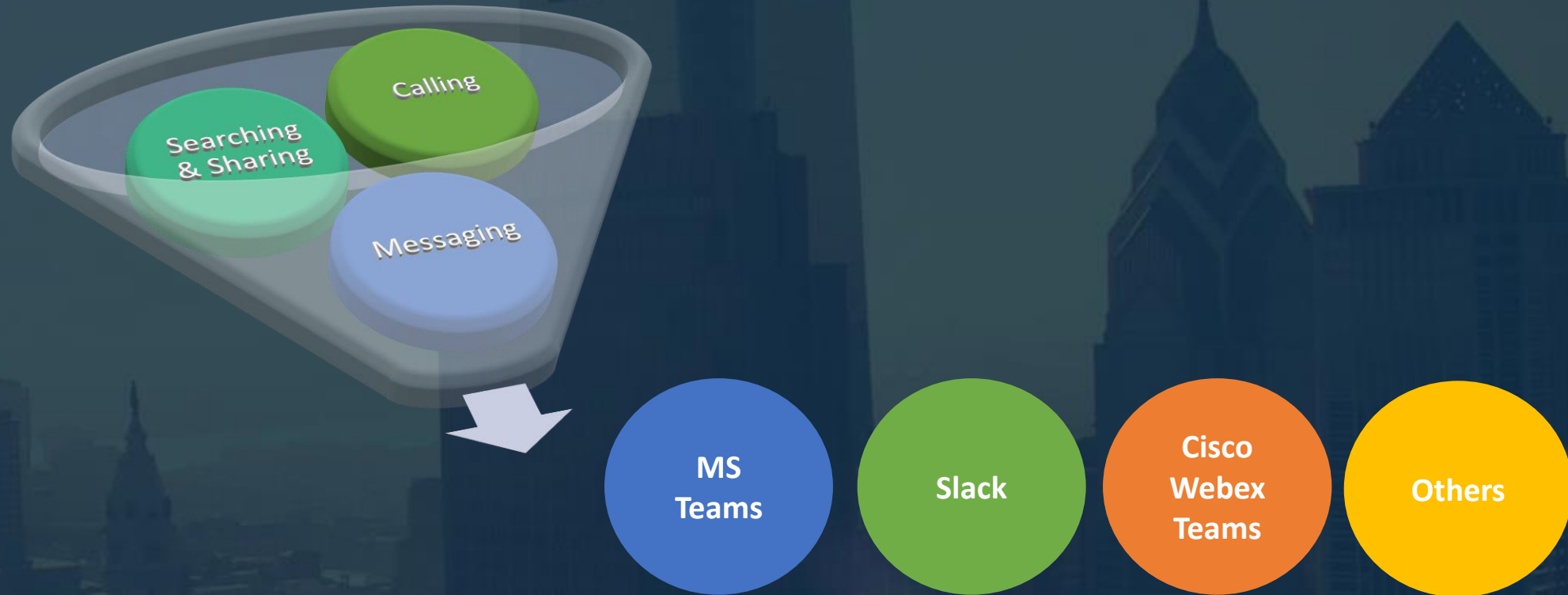
State of the Company

- New workplace
 - Right outside your door
 - Home, coffee shops, airports and more
 - A desk is just a desk

State of the Company

- New technology
 - Evolution in (communication) hardware and software
 - Powerful collaboration software platforms
 - Compute in the palm of our hand
 - Robust mobile apps
 - Cloud and greater connectivity

What it means



Collaboration Software

- Platforms that change the way we work
- Streamline our daily tasks and reduce distraction
- Value:
 - Managing projects or communication from a central hub
 - Inefficiency from contextual switching

My Story

- My company is a design and consulting firm
 - We need a way to communicate and collaborate
 - Internally across different departments of the company
 - Externally on projects with our clients and other consultants
 - We need faster, more effective ways to:
 - Share files and information
 - Chat with one another
 - Meet with one another

Looking at the market for solutions

There's no shortage of choice, information or HYPE

- Rich websites
- YouTube videos
- Blogs
- Demonstrations and trials

The big fish

- Slack
- Microsoft
- Cisco Webex Teams

The Hype

Daily Active Users (DAU)

- What are they?
- Do we care?

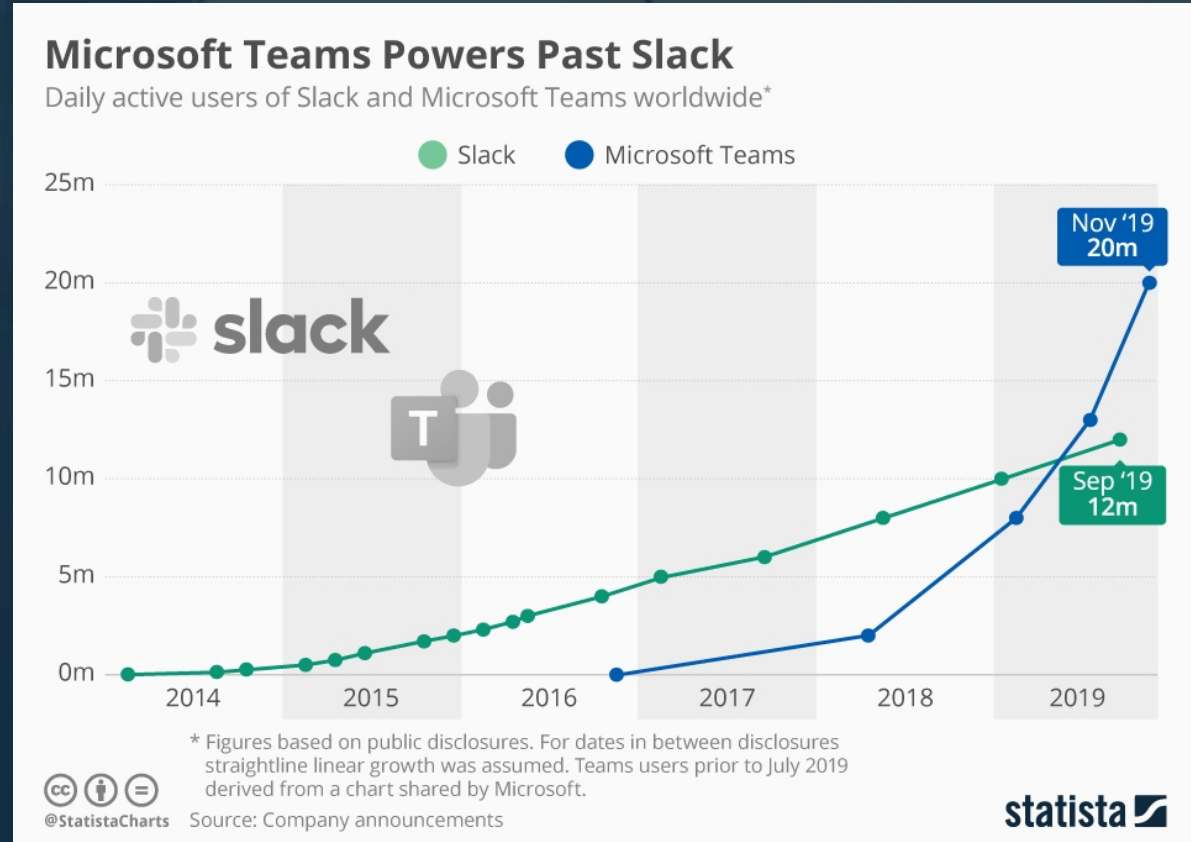


Chart courtesy of Statista
Felix Richter, Data Journalist

<https://www.statista.com/chart/20028/daily-active-users-of-slack-and-microsoft-teams/>

What's at Stake







COMPUTERWORLD UNITED STATES ▼ WINDOWS MOBILE OFFICE SOFTWARE APPLE **INSIDER**

Home > Collaboration

NEWS ANALYSIS

Collaboration software spending to hit \$45B as team chat app demand booms

More and more companies are rolling out software like Microsoft Teams and Slack, making the collaboration software market a booming business, according to Synergy Research Group.


 **By Matthew Finnegan**
Senior Reporter, Computerworld | JAN 28, 2019 10:19 AM PST

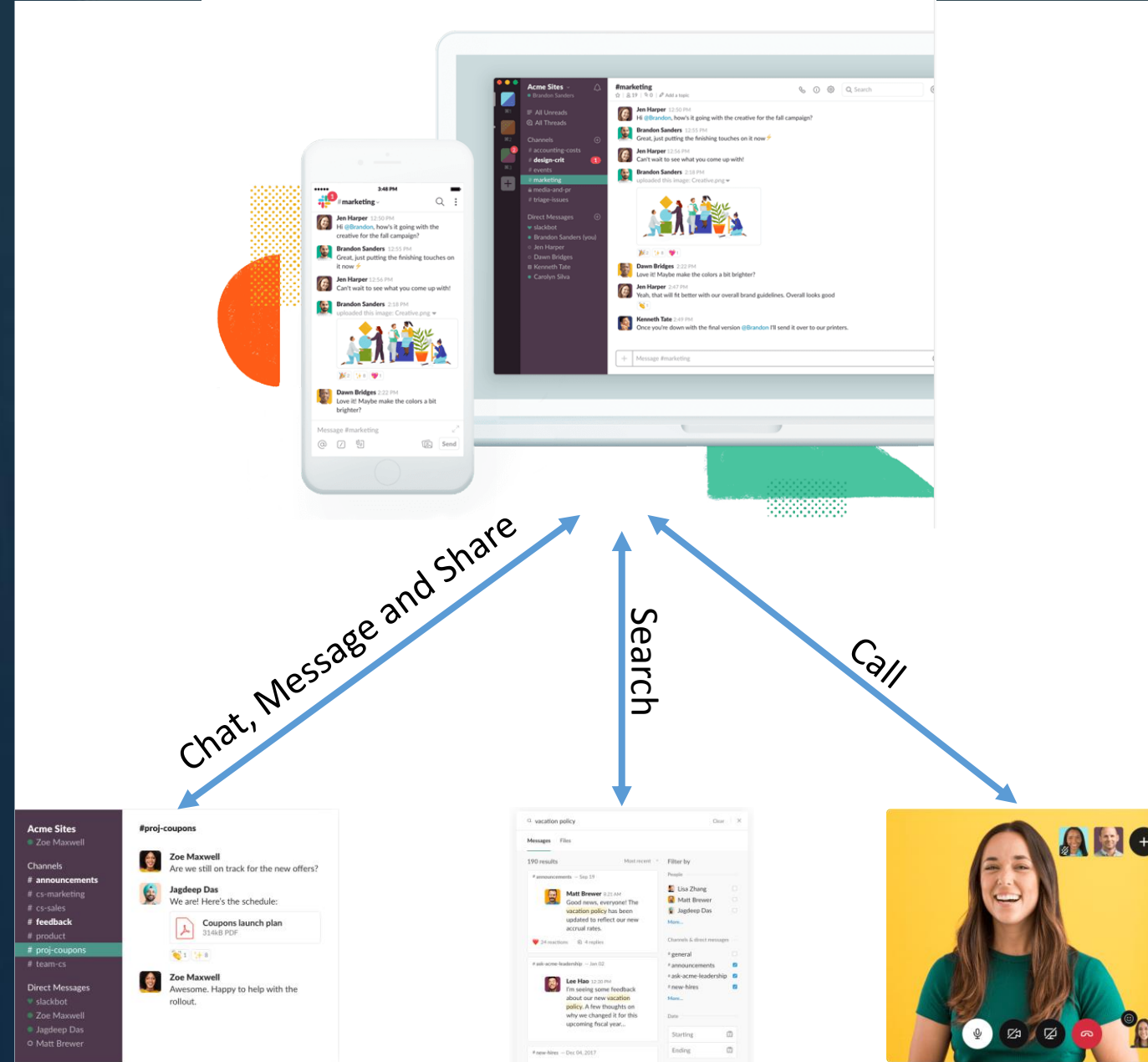
Image courtesy of Computerworld

<https://www.computerworld.com/article/3336500/collaboration-software-spending-to-hit-45b-as-team-chat-app-demand-booms.html>

Slack

“Slack is the collaboration hub that brings the right people, information, and tools together to get work done. From Fortune 100 companies to corner markets, millions of people around the world use Slack to connect their teams, unify their systems, and drive their business forward..”

<https://slack.com/about>

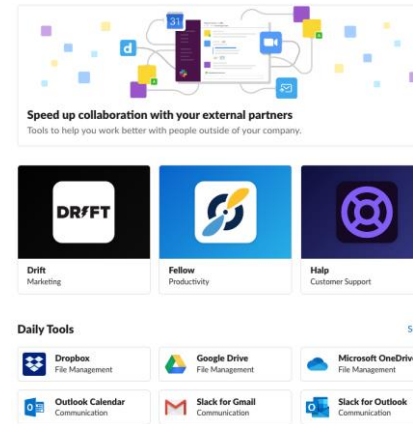


Images and information from Slack/ <https://slack.com/features> and <https://slack.com/video-conferencing>

Slack

Apps and more

- Integrate your favorite apps
- Build a bot – send a message
- Leverage APIs
- Create workflows to automate tasks



Thousands of apps available

Images and information from Slack/ <https://slack.com/apps>

Slack Workflow Builder

Concept


A few uses for this workflow:


- IT: Help desk requests
- Marketing: Creative content design requests
- Product: Customer nominations for product pilots
- Execs: Executive meeting requests with prospects or customers
- Vendors: Manage scope of work requests in shared channel

With this workflow, people can send your team requests through a form in Slack. Responses are automatically routed to your team's channel where both your team and the requestor can easily follow up as needed.


Template


Workflow overview

 **Actions menu**
Starts when someone selects Request Help from the actions menu in #help-desk Edit

 **Collect form responses**
Creates and sends a form with up to 10 questions Edit

Help Desk Request
☐ Summary of your request
☒ Request category
☒ Urgency of your request
☐ Anything else we should know

 **Send a message**
Sends a message to #help-desk Edit

 **Request Manager** WORKFLOW
New Help Desk Request
Urgency: Example text
Request: Example text
From: @Example User
Category: Example text
Details: Example text

Completed Workflow



Request Manager WORKFLOW 11:45 AM

New Help Desk Request

Urgency:  Timely, but not Urgent

Request:
Need new keyboard and mouse

From:
@Sarah Parker

Category:
Equipment Request

Details:
I sit at Desk #2345 on the 5th floor.

 1  1

 **1 reply** Today at 12:01 PM

Images and information from <https://slack.com/slack-tips/quickly-field-requests-for-your-team>

Slack

What clients tell me:

- Developers love it more than their executives
- Popular with the incoming generation of workers
 - Considerations – culture – transparency around what you post
- Unlike email, it provides “temperature gauge” over communication
- They pair it with a 3rd party video platform
- They leverage APIs and apps to deliver the best solution to their people
- People can choose to use what is best for their job

My Considerations:

- Major change in workflow
 - Email to group chat/messaging
- Likely use 3rd party audio and video client
- Strong app integration, APIs and easy way to build workflows
 - Bring in the “best” apps
- Wealth of information on their website to ensure success
- Other products/services/platforms in use – I am a MS shop

Microsoft Teams

Center of the Microsoft universe to get work done

The hub for teamwork in Office 365

Invite everyone you work with to work together. Chat, meet, call, and collaborate, all in one place.

[See the free plan](#) > [Download app](#) >



Chat

Share your opinion, and your personality. Send gifs, stickers, and emojis in a group chat or in one-to-one messages.



Meet

Instantly go from group chat to video conference with the touch of a button. Teams of 10 or 10,000 can meet in one place, no matter how many places they're in.



Call

Never yell "who just joined?!" ever again. Use Teams calling, Phone System, Calling Plan, or Direct Routing to take the stress out of conference calls.



Collaborate

Never do that frantic, searching-for-files thing ever again. In Teams you can access, share, and edit Word docs, PowerPoint, and Excel files in real time.

Images and information from [Microsoft/https://products.office.com/en-us/microsoft-teams/group-chat-software](https://products.office.com/en-us/microsoft-teams/group-chat-software)

Microsoft Teams

The Microsoft Teams meeting life cycle

Before



Keep everyone in the know

Share your meeting agenda when sending out Teams meeting invites and chat with attendees before meetings.



Invite external guests to join

Schedule a Teams meeting with anyone who has a valid business or consumer email address. They just click the emailed link to join the meeting on a web browser instantly without downloading Teams or any plug-in.



Access previous meeting notes and recordings

Prepare with more context by easily accessing notes and recordings from previous meetings.

During



Start meetings quickly with Microsoft Teams Rooms

Start meetings on time with one touch, experience rich HD audio and video, and share content with the room and remote participants easily.



Turn on video to make it more personal

Preset video and audio when joining. Turn on video to better engage remote attendees. Use intelligent, background-blur technology to help focus and minimize distractions.



Share content that's at your fingertips and collaborate

Share your content and collaborate easily during your meeting through seamless integration with Office 365.



Create a recording

Capture audio, video, and screen-sharing activity by recording your Teams meetings. Automatic transcription allows you to play back meetings and search for important discussion items in the transcript.

After



Share meeting recordings and notes

Stay organized by uploading meeting recordings and notes into the same Teams meeting thread to maintain one place of record.



Chat with attendees

Follow up through Teams chat and keep future updates in context.



Schedule your next meeting

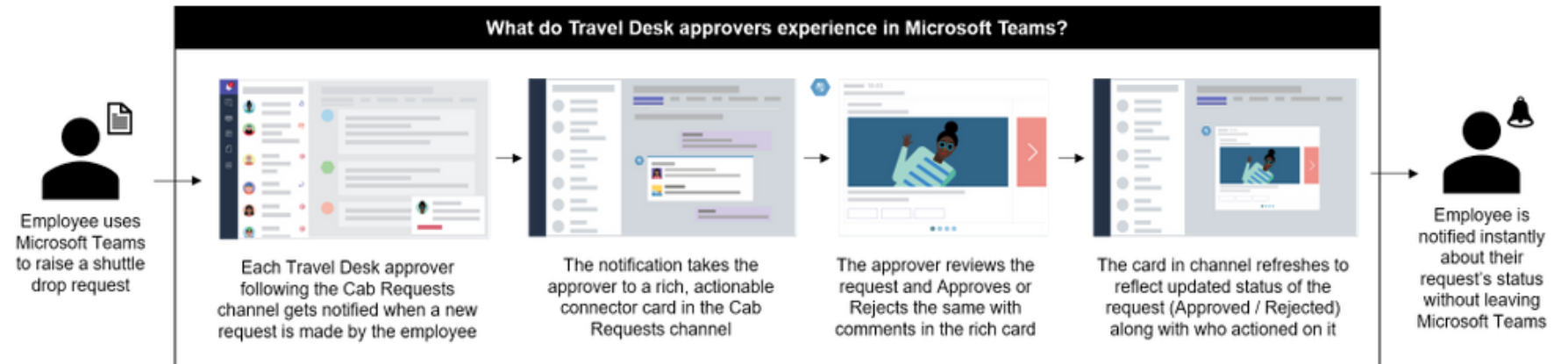
Schedule additional meetings quickly with the Teams app or Outlook.

Images & information from Microsoft/<https://products.office.com/en-us/microsoft-teams/online-meeting-solutions>

Microsoft Teams

NCLC workflows

This is how you – as the manager of the Travel Desk – design a simple approval flow for approvers on your team:



Images & information from Microsoft/<https://techcommunity.microsoft.com/t5/microsoft-teams-blog/building-low-code-no-code-approval-workflows-for-your-team-using/ba-p/376414>

Microsoft Teams

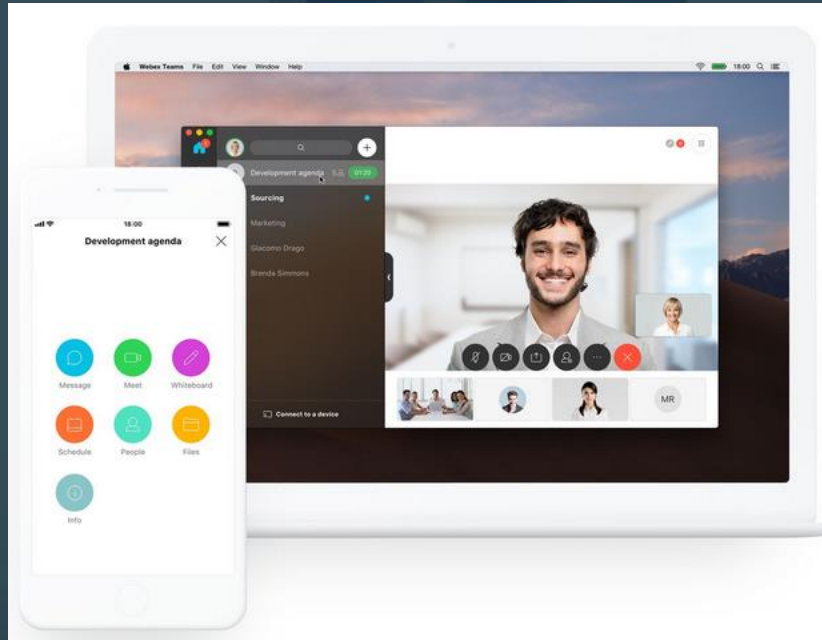
What my MS Teams clients tell me:

- Teams delivers a good experience for both internal and external use cases in a MS environment
- Strong document sharing and co authoring
- Integration with apps like OneNote
- Depending on the state of collaboration prior to bringing Teams in house –
 - Some clients like Teams for chat/sharing but use a 3rd party application for video
 - Others use Teams for all features and workflows
- Good support

My Considerations:

- Good user experience in Microsoft environment; however, it may not address all needs equally
- Phones, room solutions and peripherals are 3rd party certified solutions
- Room system strategy – based on PCs
- Roadmap includes Interop with other platforms
- Valuable website and blog with tips and educational materials

Cisco Webex Teams



All images from Cisco/<https://www.webex.com/team-collaboration.html>

Cisco Webex Teams

Building on Webex



Bots

Automate workflows and gain efficiencies in Webex.

[Learn More](#)



Integrations

Leverage Webex data to extend the capabilities of Webex.

[Learn More](#)



Widgets

Add Webex functionality in your web or mobile app.

[Learn More](#)



Admin APIs

Manage Webex programmatically with Admin APIs.

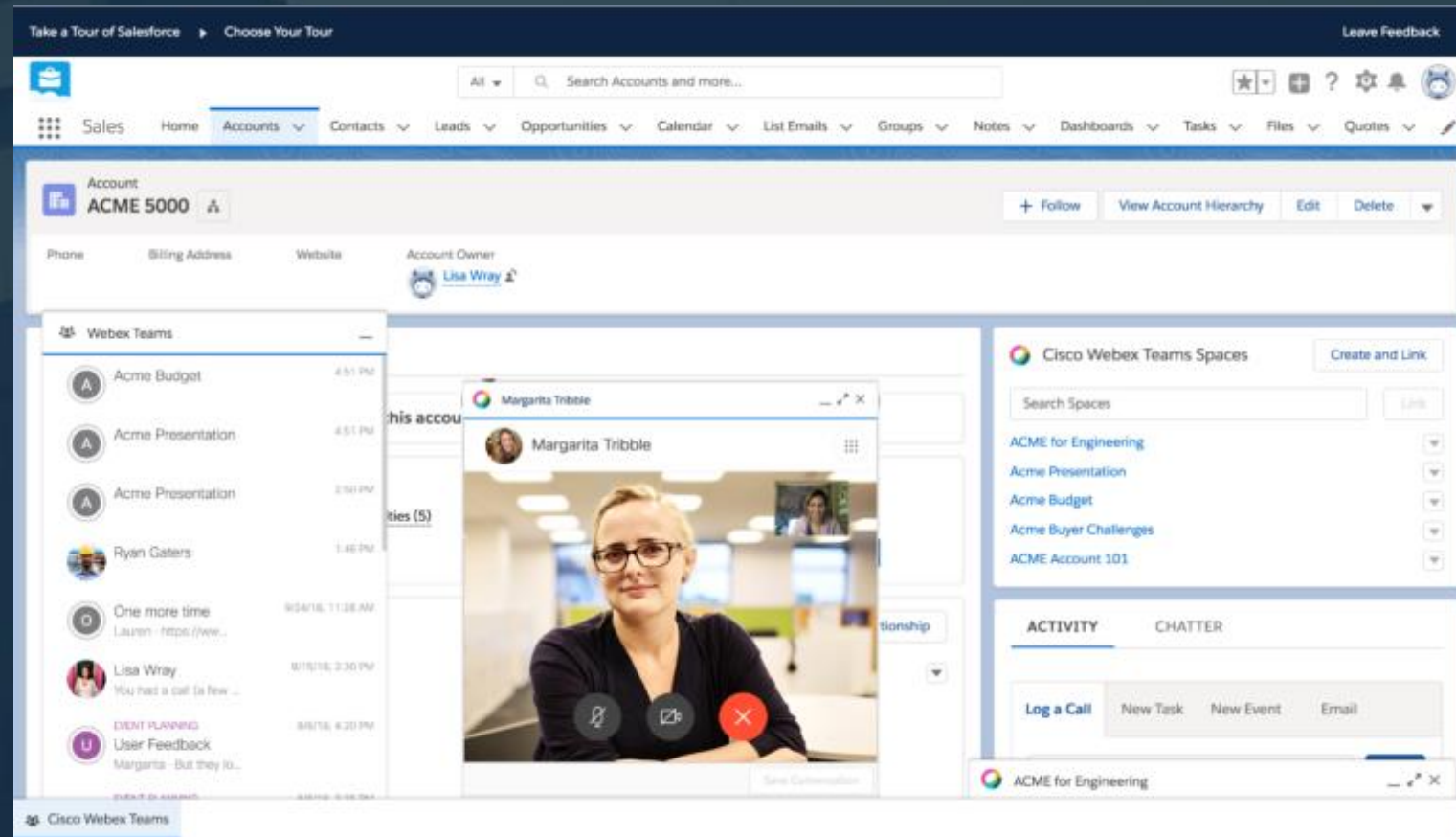
[Learn More](#)

Images from Cisco/ <https://developer.webex.com/>

Cisco Webex Teams

Uninterrupted workstreams

Example: Webex for Salesforce integration



All images and information from Cisco/ <https://blogs.cisco.com/collaboration/uninterrupted-workstreams-webex>

Cisco Webex Team and Webex Meetings

My clients tell me:

- Great audio and video
- Reliable endpoints
- Good support
- They use several collaboration platforms for chat and sharing but only Cisco for video
- Good analytics about usage which helps justify spend

My Considerations:

- Great video
- Cisco made hardware
- Maintenance program
- Some app integration
- Changes in strategy, marketing/branding and leadership

Talk on the Street



Richard Leong • 1st

Senior Director of Colleague Experience and Technology at VMware, Advisor a...

1w • 🌐

Keen to hear how others are delivering delightful collaboration experiences while managing through the challenges of multiple collaboration tools and employee expectation.

What's your strategy - one size fits all / "standard" collaboration platform or a "best of breed" approach? What is standing in the way?

[#collaboration](#) [#Teams](#) [#Slack](#) [#Microsoft](#) [#Cisco](#) [#Collaboration](#) [#innovation](#) [#employeeexperience](#) [#google](#) [#it](#) [#office365](#) [#microsoftteams](#) [#bestofbreed](#) [#collaborationtools](#) [#digitaltransformation](#) [#strategy](#) [#cx](#) [#employee](#) [#standard](#) [#webexteams](#) [#zoom](#) [#mio](#)



A better employee experience begins with frictionless collaboration

Richard Leong on LinkedIn

One of the great challenges in IT is identifying and deploying a solution that ensures frictionless ...

Screenshot

"We're seeing a lot of pressure from large enterprise customers of Slack, Microsoft Teams and Webex Teams. Interop has become a critical business need"

"Best of breed as long as they work together."

"That's the issue - does best of breed work together?"

"Silos are everywhere. We even ran into that issue just within slack when we wanted an external party to work with us. Even though it's a supported feature our internal security posture made the attempts untenable."

What do you need to consider

- What matters to your company?
- What is your culture?
- What are your challenges?
- Who are you collaborating with?
- How are you collaborating?
- Security considerations?
- Who manages these platforms, services and spaces
- A plan to manage change?

Conclusions

- All are good products, no nirvana
- Consider the audience
 - Their responsibilities
 - How people work today
 - Company size
 - Culture and goals over DAUs
 - If the tools work and are easier to use, people will adopt them
- It may not be “one size fits all”
- You may need a hybrid approach
- You may inherit a hybrid situation

These are our panelists for today



Tom Stoner
Bessemer Trust



Jason Moss
QSC



Austin Parker
Moody's

Panel Discussion

Feel free to raise your hand and ask your own questions.

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Questions For Our Panelists:

1. What platform did you deploy and how are you using it?
2. Are you using one platform or multiple platforms?
3. How well was it implemented and adopted (*good, bad, lessons learned*)?
4. Were there security and compliance implications
5. To what extent did you have a change management plan and how well did it work?
6. Who are you collaborating with (*internal, external, both*) and what are the challenges?
7. Have these platforms changed the way people work?
8. Has your company seen tangible benefit?



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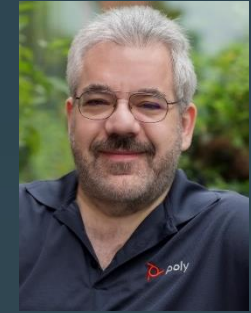
10 Minute Break

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Conclusions

Our Locknote Discussion

Moderator
David Danto, Poly/IMCCA
@NJDavidD



Legrand's Jerry Berger



Synergy Sky's Sean Lessman



TRI's Dr. S. Ann Earon



CDA's Michael Goldman

What have we learned? What action items do we have as a result?

Prize Drawing



Apple Homepod



Attendees will be entered into a random drawing to win:



*Apple Homepod & Synergy Sky Free Demo
Courtesy of Synergy Sky*

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Collaboration Week

*New York
2020*





Collaboration Week Closing Cocktail Party

#CWNY20 Closeout Tonight! – Registered Guests

Join your Collaboration industry peers and the IMCCA as we close out the second annual Collaboration Week New York. We'll share what we've learned, and toast to the excitement the future promises.



***Cocktails, Hors-D'oeuvres,
Networking, Discussion***

Oscar Wilde - 45 West 27th Street NY, NY 1000 – 5pm



Visit with the sponsoring Mersive team while enjoying the party. They'll be discussing their latest products and announcements.



Collaboration Week

***New York
2020***



Thanks for attending Collaboration Week NY

We'll see you again later in the year!



IMCCA

20+ Years Strong And Still Growing!

